

Emirates

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Waiver Policy Update on Emirates Scheduled Flights - Update 2

Dear Industry Partner,

Please be advised that the rebooking and re-issuance of GDS tickets on scheduled EK flights will now be managed by the issuing travel agency. You are requested to inform all passengers on the

same. This applies to tickets issued on/before 30 June 2020 with at least one coupon with scheduled Emirates departure on or before 30 November 2020.

As a reminder, kindly note that starting from 15 June 2020, Emirates will offer flights for passengers to **30 cities** and resumes transits through its Dubai hub. London Heathrow, Frankfurt, Paris, Milan, Madrid, Chicago, Toronto, Sydney, Melbourne, Bahrain, Manchester, Zurich, Vienna, Amsterdam, Copenhagen, Dublin, New York JFK, Seoul, Kuala Lumpur, Singapore, Jakarta, Taipei, Hong Kong, Perth, Brisbane, Manila and **Kabul (from 25 June)**. EK will also offer connections in Dubai for customers travelling between the UK and Australia or vice versa (example: LHR-SYD-LHR or MEL-LHR-MEL) and from AKL to SYD/MEL and vice versa on EK/NZ codeshare agreement.

In addition effective 8 June 2020, flights from Karachi, Lahore and Islamabad have also begun for travellers from Pakistan who wish to connect onwards to other Emirates destinations.

Travellers flying between Asia Pacific, Europe and the Americas, can connect safely and efficiently through Dubai.

Travellers will only be accepted on all EK flights if they comply with the eligibility and entry criteria requirements of their destination countries. This includes an approval from the Federal Authority for Identity and Citizenship (ICA) for UAE residents who wish to return to Dubai and this is mandatory.

Terms and Conditions

Journey:	One Way and Return fare
Fare brand:	As per filed fare
Refund:	New tickets as per fare rules and existing tickets as per COVID-19 Change and Refund policy - Update 5 circular
Combinability:	Not combinable with any other fare
Fare Discounts:	Child and infant discounts as per filed fare
Discount:	Not applicable for group booking
Time limit:	4 hours from booking
Interline journey:	There is no provision for interline journeys and any interline itinerary have to be bought by passengers separately at their own expense and subject to travel restrictions at destination.
EK Services:	<ul style="list-style-type: none">Seating and Excess Baggage can be purchased as filed. Charges are not waived.Chauffeur-drive services are currently suspended till 30 June 2020.Unaccompanied Minors/ Young Passengers/ AVIH will be accepted on these flights.
Baggage:	<ul style="list-style-type: none">Normal free baggage allowance (FBA) as per fare brand applies.For existing tickets, baggage allowance will need to be as per new fare rules after following Rebooking process.Carry-on baggage is not permitted and needs to be checked-in, however, applicable carry-on allowance can be combined to FBA for check-in baggage.Cabin baggage will not be accepted on these flights. Items allowed will be limited to laptop, handbag, briefcase or baby items, any other items will have to be checked in.

Booking Process for New booking and Existing tickets are as below:

- 1. New Booking:** as per fare filed in the GDS.
- 2. Rebooking existing Ticket:** as per guidelines below

- Rebooking of GDS tickets must be done by issuing travel agency for scheduled destinations as mentioned in the beginning of this circular.
- Previously collected fare difference will not be refunded.
- Rebooking options as per COVID-19 Change and Refund Policy - update 5 circular, will apply in case of cancellation of any of these resumed flights.

Through Journeys and Transit Information:

- Passengers will be able to connect through Dubai to any onward destination as long as they meet travel and entry requirements.
- Passengers with EK to EK, EK-OAL and vice versa bookings can connect via DXB. Standard procedures apply in regards to acceptance of passengers when connecting to an OAL (check interline agreements).
- The maximum connecting time in Dubai must not exceed 24 hours.
- STPC cannot be requested on new bookings. Pre-booked STPC if there's any will be honoured and will be accommodated at the Dubai International Airport Terminal Hotel (Airside).
- Refer to [DXB Transfer Process](#) for details

UK Border Health Measures

Effective 8th June 2020, all passengers travelling to the UK will need to fill in an online passenger accommodation and contact form, which will include:

- Name of the airport passenger is arriving into
- Date of Arrival
- Flight Number
- Address where passenger will stay for the first 14 days in UK
- Phone number and email address

Passengers must be directed to <https://www.gov.uk/uk-border-control> for health requirements and more details.

Arrival process in Dubai

- Thermal scanning is mandatory for all passengers. Only passengers with possible symptoms may be required to undertake test.
- Passengers will have the option to choose home quarantine or institutional quarantine. Details will be provided at arrivals.
- Prior to leaving the airport, passengers are required to download and register with DHA "COVID 19 - DXB Smart App".

Health and safety on Emirates

The safety and wellbeing of passengers and employees is Emirates' top priority. In preparation for the resumption of flight services, the airline has already enhanced various precautionary measures throughout the customer journey.

For any further information or clarity please contact the local sales team. Thank you for your continued support.

Sincerely,
Emirates Airline

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